**Appendix 1: Application Template to Request for Proposal (RFP# 139) – San Francisco Homeless Outreach Teams (SFHOT) Services**

1. **Cover Page**
   1. Applicant Information

**Lead Organization**

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| **Organization Name** |  | **City Supplier #** |  | **Federal ID #** |  |
| **Address** |  | | | | |
| **Director Name** |  | **Director Phone** |  | **Director Email** |  |
| **Point of Contact** |  | **Point of Contact Phone** |  | **Point of Contact Email** |  |
| **Subcontractor Name** |  | **Subcontractor**  **Address** |  | | |

* 1. Certifications

I understand that the City reserves the right to modify agreement requirements at the time of funding and/or during the agreement negotiations; that an agreement may be negotiated for a portion of the amount requested; that funding sources are subject to change; and that there is no agreement until a written grant/contract has been signed by both parties and approved by all applicable City agencies.

In accordance with Administrative Code Chapter 12X, I certify that my company is headquartered at the following address      . I will notify the City if my company's headquarters moves.

The signatory below is a person authorized to obligate the Applicant to perform the commitments contained in the RFP and application. Submission of this document will constitute a representation by the above organization(s) that they are willing and able to perform the commitments and requirements contained in the RFP and application.

Signature of authorized representative(s):

**Name:**       **Title:**

**Signature:**       **Date:**

**Name:**       **Title:**

**Signature:**       **Date:**

1. **Minimum Qualifications**

Applicant(s) must demonstrate that they meet all of the Minimum Qualifications (MQs):

* 1. Applicant must be a certified vendor with the City and County of San Francisco or have the ability to become a certified vendor within ten (10) days after notice of intent to award.
  2. Proposers must demonstrate at least five (5) years of experience working with individuals experiencing homelessness including those with substance use disorder, behavioral health issues, disabilities, individuals accessing social services or support services, older adults (ages 65 and over), LGBTQ+ persons, TAY, and families.
  3. Proposers must demonstrate at least five (5) years of experience providing Case Management Services including linkage and referral to services such as behavioral health services, medical services, and/or assisting clients in housing navigation (i.e., obtaining documents needed for housing, filling out housing applications, making and keeping appointments with housing providers, etc.)

**Please use the tables below to specify how Proposer meets the Minimum Qualifications listed above. Please add tables as needed.**

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| --- | --- |
| Prior or Current Program Name |  |
| Funder Name |  |
| Funder Contact Name |  |
| Funder Contact Title |  |
| Funder Contact Email Address |  |
| Start and End Dates of Services |  |
| Briefly describe how Applicant meets this Minimum Qualification: |  |

HSH requires Proposers to subcontract the **Healthy Streets Operations Center (HSOC) – Encampment Resolution Team (ERT).** Applicants must indicate as such and describe in the box below the plan to successfully deliver the services in this Request for Proposal. **Please add boxes as needed.**

**Plan for Subcontracting**

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1. **Relevant Experience (Suggested 5 pages maximum for responses to this section)**
   1. Describe experience working with unsheltered populations including those with substance use disorders, behavioral health issues, disabilities, individuals accessing social services or support services, seniors/older adults, LGBTQ+, TAY, families and non-English speakers. Include number of years of experience, services provided, served populations, and collaborations. What strategies have you used to work with and engage unsheltered populations and what have been lessons learned?

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3.2 Describe experience providing field-based Outreach Services. Including service areas, served populations, and services provided.

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3.3 Describe experience providing housing-focused Case Management Services including linkage and referral to services. Services may include behavioral health services, medical services including linkage to primary care, and assisting persons with housing navigation through obtaining documents needed for housing, filling out housing applications, making and keeping appointments with housing providers, etc.

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3.4 Describe experience collaborating with City departments and service providers to deliver coordinated and/or multidisciplinary services. Provide an example of a previous or current collaboration, the outcomes of collaboration, and any lessons learned.

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1. **Program Plan (Suggested 9 pages maximum for responses to this section)**

4.a1 Describe proposed plan for providing Outreach Services including any evidence-based practices and/or community-informed Practices to be utilized and rationale for additional proposed practices; how Wellness Checks and CE Assessments will be conducted; plan for identifying areas to conduct targeted outreach; plan for responding to requests for Outreach Services and locating high-needs participants in the community; and plan for distributing hygiene kits; plan for referring eligible clients to Case Management Services; and how services will incorporate equity based approaches. Include proposed staffing plan and Outreach FTE staff by teams. If proposing alternate schedules Outreach teams include schedule and rationale.

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4a2. Describe how ERT services will be provided to meet ERT specific outcomes and objectives including the Subcontractor to provide services, their experience and expertise that make them an appropriate fit for providing ERT services.

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4a3. Priorities for Outreach Services may shift based on Citywide priorities, emerging needs, and inclement weather. Describe proposed plan for shifting Outreach Teams priorities and staffing patterns to activate Emergency Response Teams with short notice.

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4a4. Describe plan to develop a part-time or on-call Outreach staffing plan to ensure consistent coverage and meet program goals. Including plan to cover for staff vacancies and absences (both short-term and long -term vacancies and absences).

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4b1. Describe proposed plan to provide Citywide Case Management and Neighborhood- based Case Management Services including any evidence-based practices and/or community-informed practices to be utilized; how services will be delivered to assess for housing readiness, providing referrals and support with linkage to additional services, and transition clients out of services utilizing equity-based approaches; and plan for proposed schedules for Case Management Services.

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4b2. Describe how Case Management Services will collaborate with Outreach Teams, HOME, BEST, and other Departments, teams, and providers to accept referrals and link participants with appropriate services.

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4b3. Describe plan to develop a part-time or on-call Case Management staffing plan to ensure consistent coverage. Including plan to cover for staff vacancies and absences (both short term and long term).

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1. **Organizational Capacity and Staffing (6 pages maximum for responses to this section)**

5.1 Describe and demonstrate organizational capacity, infrastructure, and staffing structure needed to provide SFHOT services, including supervision and management, and to provide timely and accurate tracking and reporting of data on contracted services and outcomes. Please provide the current vacancy rate within your organization.

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5.2 Identify any subcontractors who will be involved. If subcontractors are proposed, describe the work they will perform and how they are qualified to perform it.

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5.3 Describe plan for staffing SFHOT services with a diverse team that reflects the served populations. Attach resumes of key program staff and clearly identify which staff position they occupy. Attach job descriptions for Outreach and Case Management staff. Indicate which staff are bilingual and in which language.

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5.4 Describe training curriculum and plan for Outreach staff and Case Managers. Training shall include De-escalation, Harm Reduction, Motivational Interviewing, Trauma Informed Care, Implicit Bias, Family Homelessness 101, CTI, knowledge about diverse groups that make up homeless populations, how to make appropriate linkage/referrals, and navigating San Francisco Homelessness Response System services.

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5.5 Describe plan to support SFHOT staff given the level of vicarious trauma that staff may experience in the field and how proposer will support and promote self-care.

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